

Operation and Management



OPERATION AND MANAGEMENT

The Hawaii Public Housing Authority (HPHA) is governed by an eleven member Board of Directors, and is comprised of the Office of the Executive Director; eight support offices (Compliance, Fiscal Management, Hearings, Housing Information, Information Technology, Personnel, Planning and Evaluation and Procurement) and five branches (Construction Management, Property Management and Maintenance Services, and Section 8 Subsidy Program). A brief description of each follows.

Board of Directors:

- Establishes policies and executive direction for HPHA.
- Approves programs and actions taken by HPHA.
- Approves for adoption and/or revision of administrative rules and procedures for the various HPHA programs.

Executive Director

- Serves as the focal point for the execution of the statutory provisions relating to housing management services, and the delivery of housing and housing services to the State of Hawaii.
- Provides for the overall administration and management of all functions and activities related to the day-to-day operation of HPHA.
- Implements programs to meet agency-wide goals and objectives in consonance with applicable plans and guidelines.
- Establishes policies and procedures to guide program operations.
- Serves as the focal point for program and personnel evaluation and personnel development.

Compliance Office

- Provides oversight to ensure that programs and activities operate according to Federal and State requirements, agency policies, and fair housing laws and regulations.
- Investigates incidents of waste, fraud and abuse, and, if necessary, imposes enforcement action.
- Performs annual and special reviews of HPHA's programs to ensure uniform application and implementation of rules, policies, and procedures.
- Coordinates and enforces all civil rights functions to comply with the law.



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Fiscal Management Office

- Provides administrative assistance and advisory services in fiscal management, budget, and accounting services for HPHA.
- Oversees HPHA's assets, including real property.
- Formulates policies, procedures and standards in administering central accounting, asset (inventory) management and contract monitoring activities within HPHA.
- Provides consultative and technical services in budget coordination, planning development, execution and monitoring activities for all programs within HPHA, and with budget staff at the department level.

Hearings Office

- Represents HPHA at all eviction hearings at the hearing board level and coordinates with the Department of the Attorney General on court appeals.
- Assists and advises the Executive Director and other staff on rules and regulations relating to hearings and evictions.

Housing Information Office

- Acts as HPHA's media liaison.
- Establishes and maintains an effective communications program in support of public information.
- Serves as an intake for inquiries and complaints, and assists branches and offices with advocacy efforts.
- Develops cost-effective communication tools such as printed products, audio/visual materials, special events and presentations, public service announcements, and consumer services.

Information Technology Office

- Responsible for the overall administration, planning, direction, management, development, implementation and maintenance of all information technology (IT) systems for HPHA.
- Provides support and management in business application development and maintenance, project planning and implementation, telecommunication and network operations, systems software/hardware, and technical training for HPHA.
- Directs and coordinates all IT matters within and between HPHA and other State and County agencies, the Federal government, and commercial hardware and software organizations including private consultants.

Personnel Office

- Manages various personnel programs and activities including recruitment, examination and placement, position description, labor relations, civil rights, employee relations and safety, employee training and development, and personnel transactions and records maintenance.
- Provides advisory services to management personnel, supervisors, and employees. Interprets civil service regulations, departmental policies and procedures, Federal and State rules and regulations, collective bargaining contractual agreements, etc.



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- Responsible to inform managers, supervisors and employees on personnel matters and concerns; obtain clarification on personnel issues as necessary and provide advice and guidance in the application of policies and procedures.
- Reviews and coordinates HPHA's safety program in compliance with Occupational Safety and Health Standards (OHS) and Hawaii Occupational Safety and Health (HIOSH) requirements.

Planning and Evaluation Office

- Provides housing research and needs assessments and overall planning support functions.
- Evaluates the implementation of HPHA's objectives and policies.
- Assists in the development of the housing studies and reports.
- Develops legislative proposals and reports and administers rule-making procedures and coordinates and assists in the development and revisions of the rules and bylaws, as necessary.

Procurement Office

- Provides central procurement, storekeeping and inventory and inventory control services for all HPHA programs in accordance with State, Federal and HPHA's requirements.
- Reviews Request for Proposal (RFP), Invitation for Bids (IFB), Request for Qualifications (RFQ), and any other solicitation for consultants or good and services to ensure compliance with applicable Federal and State laws, rules, regulations, policies and procedures.
- Maintains appropriate level and composition of inventory for HPHA's needs and distributes items or purchases to users in an efficient and expeditious manner.

Construction Management Branch

- Provides for the overall administration of the rehabilitation and modernization programs.
- Coordinates and conducts periodic physical needs assessments of existing facilities, develops short and long-range plans for the modernization, capital improvement and extraordinary repairs and maintenance of the facilities.
- Provides construction management and technical assistance and architectural and engineering support for modernization, repair, and maintenance of HPHA projects.



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Property Management and Maintenance Branch

- Provides for the management and maintenance of Federal and State low-income public housing, teacher housing, vacant land, equipment, and various other properties owned by HPHA.
- Develops and establishes management and maintenance plans to reflect the agency goals.
- Assesses the adequacy and effectiveness of the management, maintenance, and resident programs and makes necessary adjustments to meet the needs of the residents.
- Coordinates application functions for the public housing program.
- Administers various assigned project-based rental subsidy programs for privately owned rental developments.

Section 8 Subsidy Programs Branch

- Coordinates application and rental assistance functions for rent subsidy programs administered by HPHA.
- Schedules and conducts on-site inspections of initial and existing rental units in the private sector throughout Oahu.
- Provides outreach to families and landlords to promote rent subsidy programs and to assist in locating a unit to rent; fosters and establishes working relationships with real estate management staff, the community and other agencies to benefit participants in the rent subsidy programs.

The rules governing management of Hawaii Public Housing Authority properties can be found in:

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2028 (Federally-Assisted Housing Projects)

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2021 (Grievance Procedures).

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2020 (Eviction Practice and Procedure)

Hawaii Revised Statutes, Volume 14, Chapter 356 D

Hawaii Administrative Rules, Title 15 Subtitle 14, Chapter 185 (Section 8 - Housing Voucher Program).

- Hawaii Administrative Rules, Title 15 Subtitle 14, Chapter 195 (Section 8- Homeownership Program)
- Hawaii Revised Statutes, Volume 14, Chapter 356 D